

San Diego Botanic Garden

Encinitas, CA



## Visitor Services Associate

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The mission of the San Diego Botanic Garden is to inspire people of all ages to connect with plants and nature.

### Job Summary

Visitor Services Associates assist with general admissions and Gift Shop operations at the Garden. The ideal candidate will enjoy greeting and engaging with the public, and is expected to provide an exceptionally high level of service to the Garden's visitors. This is a part time non-exempt position that requires working on weekends, holidays and occasional evenings. The Visitor Services Associate reports directly to the Visitor Services Manager.

### Essential Functions

- Coordinate the day-to-day operations of the Welcome Center and Gift Shop: This includes coordinating volunteers, greeting and interacting with the public, answering phones, ticketing, and handling cash banks
- Track the daily event and meeting schedule through Google Calendar, and be prepared to answer questions on both topics
- Greet and track all visitors to the Garden through Intuit Point of Sale Software and Excel
- Promote and process Garden memberships; be an ambassador of the Garden

### Competencies

- Excellent Interpersonal, communication, organizational and customer service skills
- Ability to work shifts mostly alone, with one volunteer to assist
- Ability and desire to communicate well with volunteers
- Attention to detail in performing financial transactions and tracking demographics
- Knowledge of Intuit Point of Sale, Excel, Google Calendars and Microsoft Office
- Ability to interact effectively with all Garden visitors and staff
- Ability to manage changing priorities as they occur
- A love of plants and conservation are helpful!

### Work Environment

- Office and Admissions booth, can be on your feet most of the day

### Physical Requirements

- Ability to perform light physical work including help set-up traffic cones and signage
- Ability to lift up to 30 lbs.

### Other Duties

- As assigned
- Persons in this position are expected to continually increase their knowledge of the Garden, our constituents, and our community.

Salary: \$15/hour

Please submit resume and cover letter to [hr@sdbgarden.org](mailto:hr@sdbgarden.org)